**PROJECT PLAN SCOPE – IT SUPPORT TICKETING SYSTEM FOR AN IT CONSULTING COMPANY**

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| **PROJECT NO.** | **DATE SUBMITTED** |
| 7031215918 | 10/05/2022 |
| **PROJECT OBJECTIVES** | |
| The goal of this project is to develop an IT Support Ticketing System which will cater for both external clients and employees. The ticketing system will help the business to improve its customer satisfaction rate which is currently in decline. Having this system will definitely boost the customer satisfaction. The project success will be dependent if there is an increase in Customer Satisfaction within 6 months after the completion of the project. This project will cost 50,000 pounds and will take 3 months to complete the project. | |

## Step 1. Project Deliverables

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| **DELIVERABLE NO.** | **DESCRIPTION** |
| 1 | Ticketing System: This is to allow External Clients and employees raise any issues in the system. |
| 2 | Automation: This is the automation of the Business Process Management project where trade-related process workflows of clients is automated. |
| 3 | Easy ticketing system: The backend and frontend of the system should be easy to access and manage so that team members and stakeholders are able to use it without depending on an expert. This will make work completed on schedule and their wont be any delay. |

## Step 2. List of Project Tasks

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Work breakdown structure (WBS) attached** | | **NO** | **X** | **YES** |  |
| *Provide link, if applicable.* | **N/A** | | | | |

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| **TASK NO.** | **DESCRIPTION** | **FOR DELIVERABLE NO. …**  **ENTER TASK #** |
| 1 | Initiation |  |
| 2 | Planning | 1 |
| 3 | Development | 1, 2 |
| 4 | Implementation | 1.2,3 |
| 5 | Testing | 1.2,3,4 |
| 6 | Launching | 1.2,3,4,5 |
| 7 | Closure | 1.2,3,4,5,6 |

## Step 3. Out of Scope

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| This project **will NOT accomplish or include** the following: | Development of the project from scratch which will obviously take longer and a need to hire more developers for the project.  This project will not use an open source ticketing system such as Freshdesk. |

## Step 4. Project Assumptions

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| **NO.** | **ASSUMPTION** |
| 1 | Existing system used may be disrupted during the development of this new ticketing system. |
| 2 | External Clients and employees should expect low response time |
| 3 | External Clients and employees should be ready to learn the new system and adapt to the new system quickly. |

## Step 5. Project Constraints

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| **PROJECT START DATE** | 05/12/2022 |
| **LAUNCH / GO-LIVE DATE** | 07/24/2022 |
| **PROJECT END DATE** | 07/12/2022 |
| **LIST ANY HARD DEADLINE(S)** | No hard deadlines discovered yet for this project. |
| **LIST OTHER DATES / DESCRIPTIONS OF KEY MILESTONES** |  |
| **BUDGET CONSTRAINTS** | The Project Sponsor has set the budget for this project to 50,000 pounds to deliver a reliable and quality product, 30percent of this fund will be used at the start of the project in the Planning and Development stages of this project. 50 percent during Implementation and Testing of this project and 20 percent during Launching and Closure of the project. |
| **QUALITY OR PERFORMANCE CONSTRAINTS** | Quality of the project will be defined, committed to the quality and stick to the project requirements. |
| **EQUIPMENT / PERSONNEL CONSTRAINTS** | No constraints are foreseen as all necessary hardware’s will be provided to the team before the project starts |
| **REGULATORY CONSTRAINTS** | This project will not breach all codes of conducts, limits freedom of speech and breach General Data Protection Regulation (GDPR) rules. |

## Step 6. Updated Estimates

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| **Estimate the hours required to complete the project.** | 2190 hours (3 months) |

## Step 7. Project Acceptance Criteria

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| **Given** | That a valid credentials have been given to me and I am a logged in user |
| **When** | When I fill in the username and password, the system authenticates the details |
| **Then** | System signs me in and I am able to raise and track a ticket / issue in the system to improve customer satisfaction. |

## Step 8. Approvals

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| **STAKEHOLDER NAME & TITLE** | **ROLE OF STAKEHOLDER / APPROVER** | **DATE SUBMITTED FOR APPROVAL** | **DATE APPROVAL RECEIVED** |
| Mr. Sodiq Idowu | Project Sponsor | 05/11/2022 |  |
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